

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
May 15, 2002**

Agenda

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)
- Upgrade to Office XP (Yonder)
- E-Gov Task Force (Burris)

Action Items

Previous Action Times	Status
Provide CIAG members a copy of the Front Office standard format for reporting on large projects. (Steve Eckstrand)	Ongoing. Ted Griffin will followup
Provide Travel Manager training schedule to Peggy Burris. (D. Clark)	Ongoing. Ted Griffin will followup
Determine cause for inability of SC downtown staff to log on locally during the CIO network outage. (B. Baker)	Complete
Provide charts to illustrate the trend of available network storage space and total users. (B. Baker)	Complete
Report on the possibility of scanning spam or unsolicited- type e-mail from a single address outside the DOE domain to multiple addressees, and deleting messages before delivered (B. Baker)	Complete

New Actions from the May 15 Meeting	Assigned To
Provide Mike Yonder the names of users whose workstations are candidates for cloning.	CIAG
Prepare a message from the CIAG to the CIO on the Word/WordPerfect platform issue. The message will be submitted from the group to the CIO by May 17, 2002.	Peggy Burris
Discuss with John Alleva CIAG concerns about electronic submissions and report to the group.	Ted Griffin

Support Center Items (B. Baker)

The Exchange User list and the SC Exchange Growth History chart were reviewed. The Growth History chart will be provided to CIAG members monthly.

Baker reported the Forrestal network outage was due to a bad router, which has since been replaced. The new router is redundant; there should be no further problems if another outage occurs.

It is not possible at this time to anything more to restrict spam e-mail. Users are asked to send spam e-mail to SCSC so it can be added to the filter list. Baker is working with the Office of the Chief Information Officer (CIO) to investigate solutions to this problem. Office XP has a slightly better e-mail filter capability than what is currently used.

Upgrade to Office XP (M. Yonder)

This project is entering the testing phase. Lessons learned from past upgrades have been valuable in identifying potential problems and issues that may arise with the upgrade to Office XP. The next testing step is to clone workstations of users who had difficulty during the last transition, are heavy users of Excel (macros in particular) or PowerPoint, or use something different than the standard configuration. The project team and then the user will test the cloned machines to identify problems and resolve them before the XP upgrade is implemented. CIAG members are asked to provide Mike Yonder the names of users whose workstations are candidates for cloning.

E-Gov Task Force (P. Burris)

The CIO has launched the Innovative Department of Energy (DOE) E-government Applications (IDEA) Departmentwide task force to analyze DOE business processes and review the Department's information technology investments. The task force is interviewing top officials throughout Headquarter, field, and laboratory sites. They are accepting input from other Departmental personnel who are not being interviewed, and this may be an opportunity for the CIAG to raise the Word/WordPerfect issue.

Peggy Burris agreed to prepare a message from the CIAG to the CIO on the Word/WordPerfect platform issue. The message will be submitted from the group to the CIO by May 17, 2002.

Miscellaneous

- Electronic submissions of grants must be in place by June 1. SC is the only organization in the Department that does not receive proposals electronically. IIPS is the system used to receive proposals; approximately 70 percent of Universities are registered IIPS users and many of the Laboratories as well. At this time, no information has been disseminated to SC on how the submission process will work, nor has training been provided on the IIPS system. Organization Administrators (OAs) have expressed concern and have contacted Gene Hughes, who is working with John Alleva to provide information on the many issues regarding electronic submissions. A briefing for OAs is planned for next week. In addition, Ted Griffin will discuss with John Alleva CIAG concerns about electronic submissions and report back to the group.
- Users can call SCSC for help in writing macros. Onsite training, such as a macro clinic, can also be arranged. Organizations interested in pursuing this option should contact Kathi Centeno for more information.

Proposed 5/22/2002 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Derflinger	Shirley	SC-70	3-0044
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Oyler	Dean	SC-22	3-6394
Yonder	Mike	SC-65	